

Patent & Trademark Office
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Title: PROCESS FOR INCLUDING FUNCTIONS OF AN
AUTOMATIC CALL DISTRIBUTION SYSTEM IN AN
INTERACTIVE VOICE RESPONSE SYSTEM

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App. No.: 09/254,101
Docket No.: 112740-072

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FIG 1

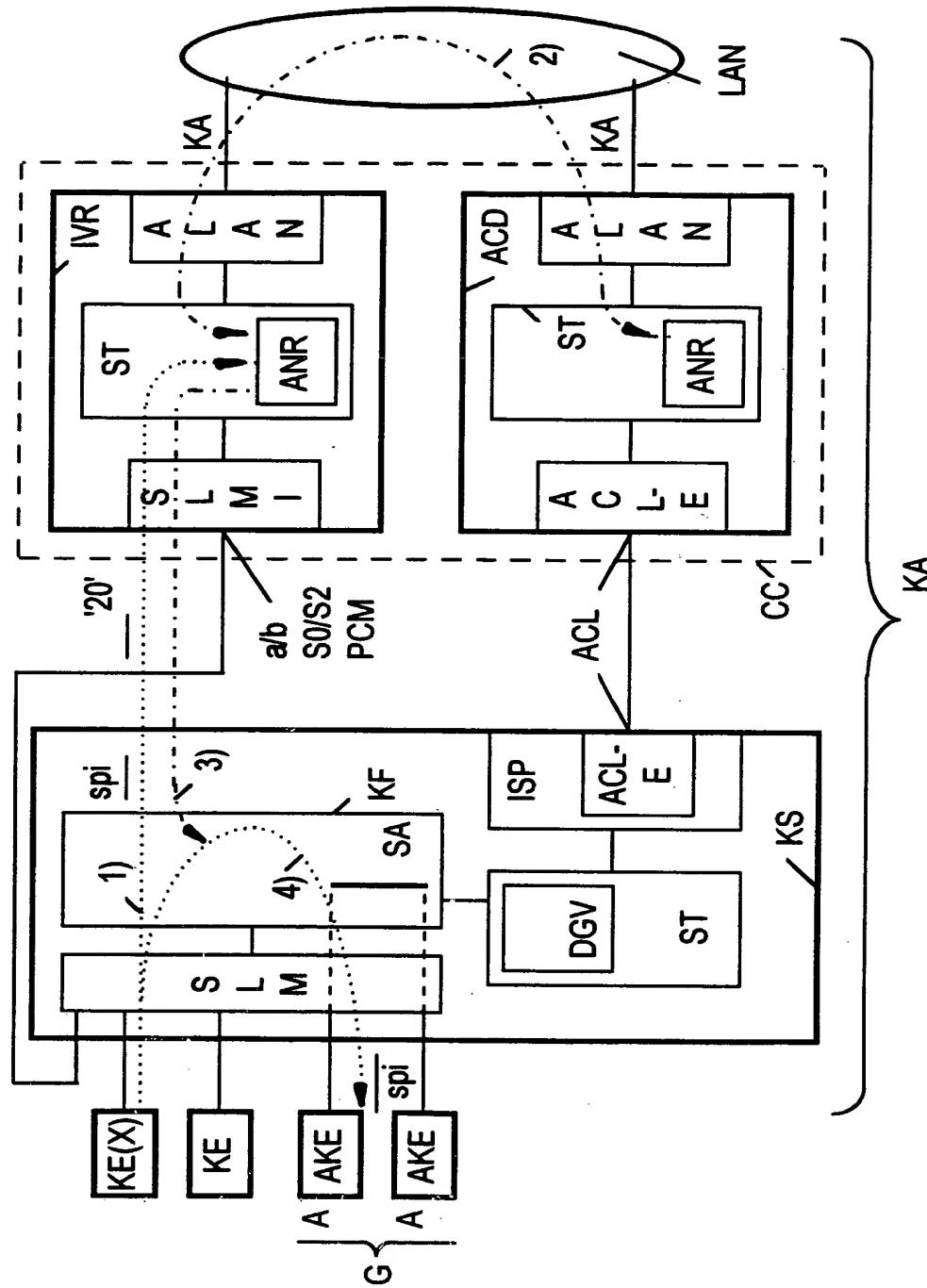


FIG. 2

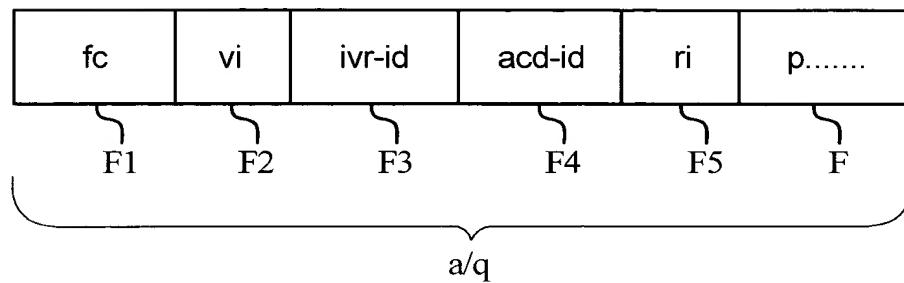


FIG. 3

